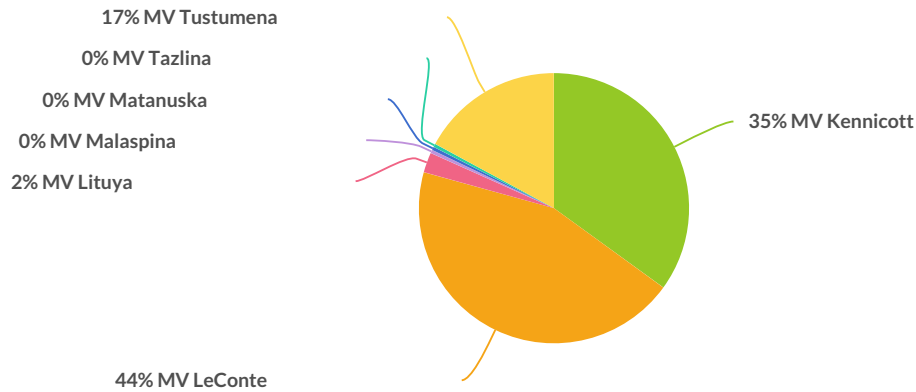


# 11-01-22 to 11-30-22

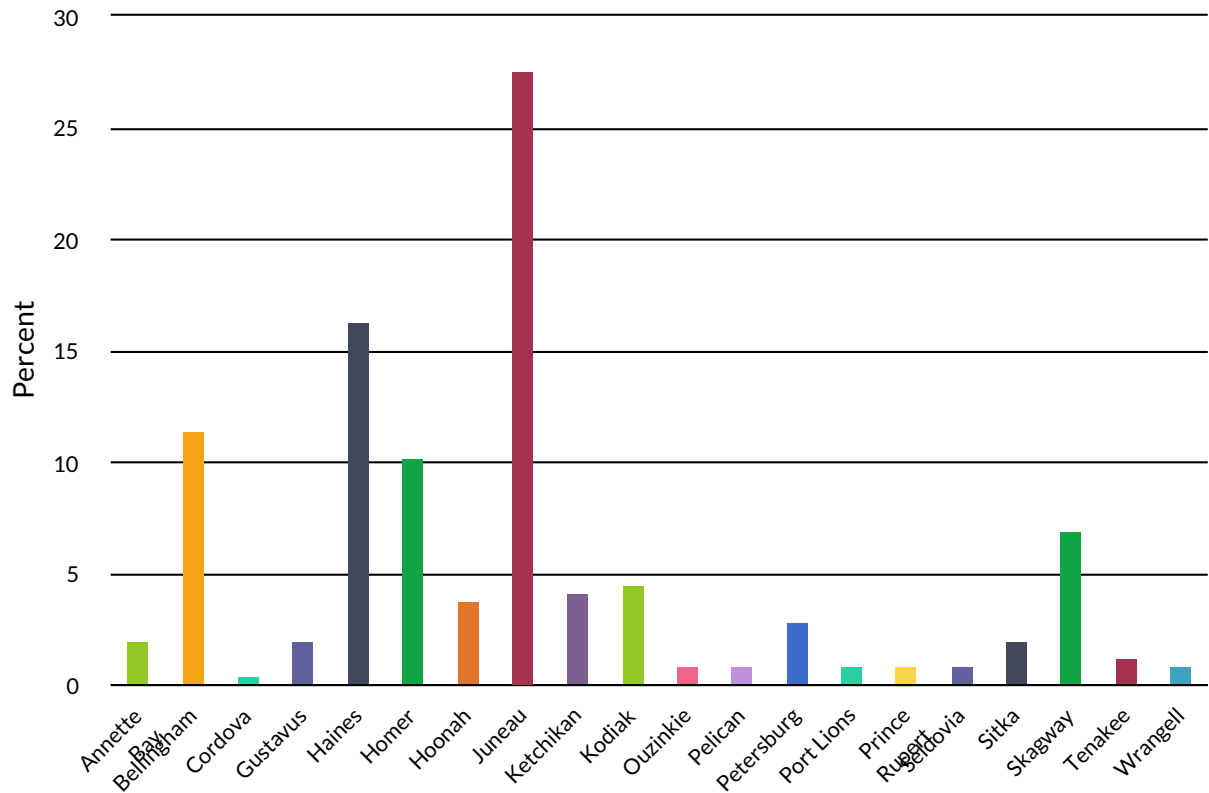
## 1. Vessel Name



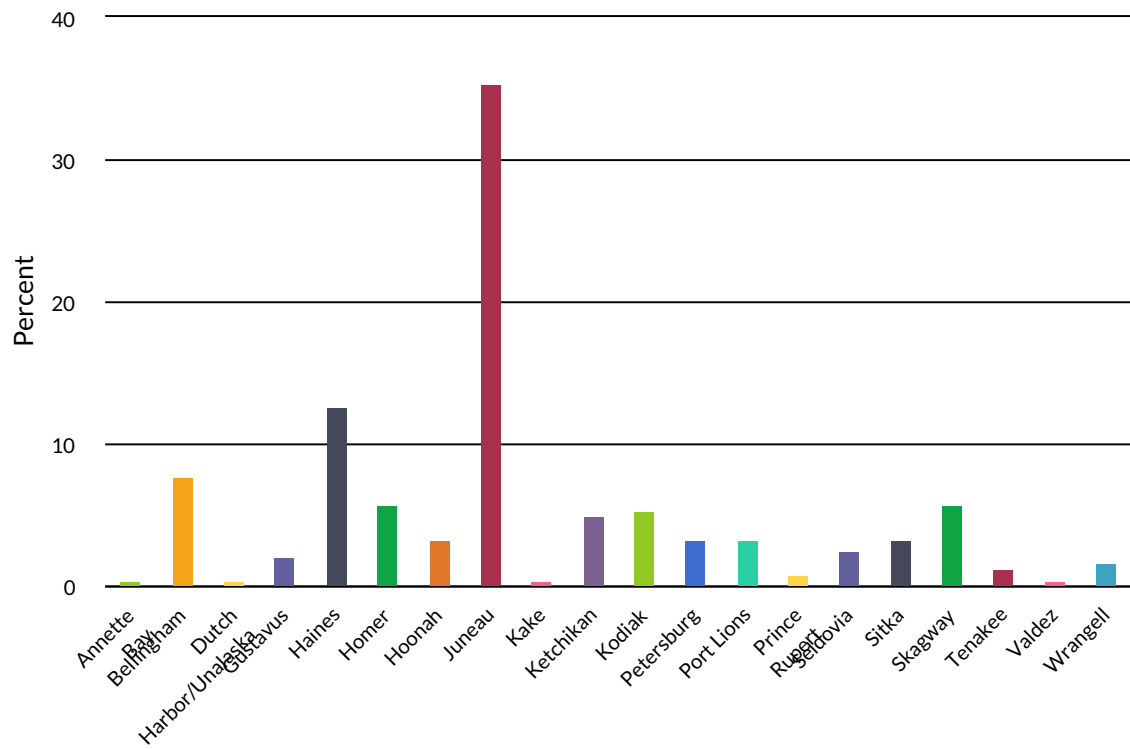
Value		Percent	Responses
MV Kennicott	<div><div></div><div></div></div>	35.0%	86
MV LeConte	<div><div></div><div></div></div>	44.3%	109
MV Lituya	<div><div></div><div></div></div>	2.4%	6
MV Malaspina	<div><div></div><div></div></div>	0.4%	1
MV Matanuska	<div><div></div><div></div></div>	0.4%	1
MV Tazlina	<div><div></div><div></div></div>	0.4%	1
MV Tustumena	<div><div></div><div></div></div>	17.1%	42

Totals: 246

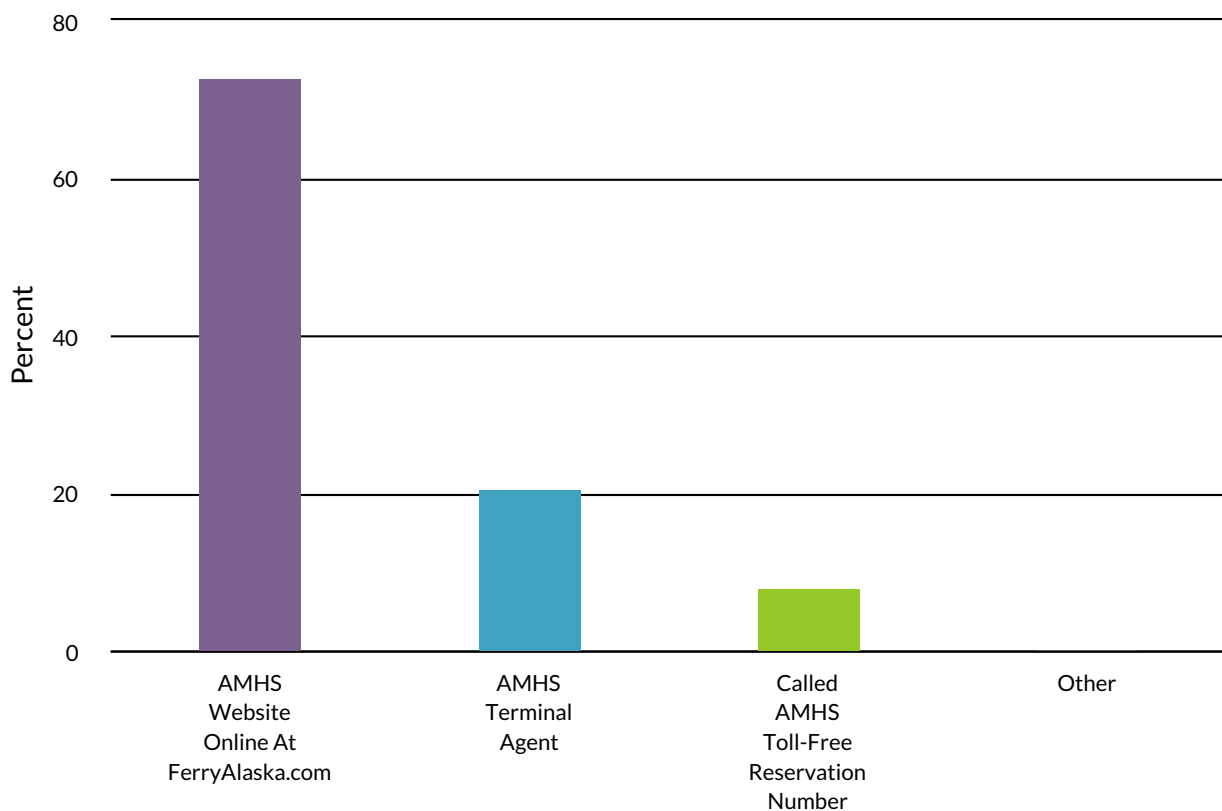
## 2. Departure Port



## 3. Arrival Port



#### 4. How did you make your reservation?




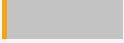




#### 5. How well did we meet your expectations regarding the reservation request and purchase?







Value		Percent	Responses
Excellent		44.3%	109
Very Good		31.7%	78
Good		12.6%	31
Needs Improvement		4.1%	10
Not Applicable		7.3%	18

Totals: 246

6. How well did we meet your expectations regarding the check-in and loading procedures?

Value		Percent	Responses
Excellent		51.2%	126
Very Good		26.8%	66
Good		15.4%	38
Needs Improvement		4.5%	11
Poor		0.8%	2
Not Applicable		1.2%	3
			Totals: 246



7. How well did we meet your expectations regarding the disembarkation and unloading procedures?

Value		Percent	Responses
Excellent		50.8%	125
Very Good		28.0%	69
Good		15.9%	39
Needs Improvement		1.2%	3
Poor		1.2%	3
Not applicable		2.8%	7
			Totals: 246



8. Please rate the following areas from 1 to 5, with 5 being excellent and 1 being poor. Please add a rating to each area that applies to your onboard travel experience and leave non-applicable items blank.

	Please rate applicable items
Courtesy and helpfulness of vessel crew	★★★★★ Count: 226 Not Applicable: 0
Attitude and appearance of vessel crew	★★★★★ Count: 237 Not Applicable: 0
Cleanliness of public areas, staterooms and showers	★★★★☆ Count: 237 Not Applicable: 0
Condition of showers and restrooms	★★★★☆ Count: 226 Not Applicable: 0
Cafeteria and / or dining room service	★★★★☆ Count: 211 Not Applicable: 0
Meal quality and choices	★★★★☆ Count: 203 Not Applicable: 0
Enroute announcements	★★★★☆ Count: 225 Not Applicable: 0
Lockers and / or storage	★★★★☆ Count: 107 Not Applicable: 0
Movies and / or play areas for children	★★★★☆ Count: 101 Not Applicable: 0
Overall accessibility of the vessel	★★★★☆ Count: 216 Not Applicable: 0



9. Did you encounter any problems, difficulties or concerns during your ferry trip?

Value		Percent	Responses
Yes		13.1%	32
No		86.9%	213
Totals: 245			






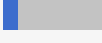
10. Did you require assistance from AMHS crew to resolve a matter?

Value		Percent	Responses
Yes		8.6%	21
No		91.4%	222
Totals: 243			








11. If yes, were you satisfied with the assistance you received? Please feel free to provide the names and comments of any employees you would like us to recognize.

Value		Percent	Responses
Yes		62.5%	55
No		37.5%	33
Totals: 88			

## 12. How did you hear about AMHS?

Value		Percent	Responses
Local / Resident		70.7%	174
Friend / Family Recommended		6.1%	15
Word of Mouth		6.1%	15
Alaska Travel Planner		0.8%	2
Internet Search Engine		6.5%	16
Other		14.6%	36

## 13. What was the purpose of your trip?

Value		Percent	Responses
Visiting Friends / Family		30.5%	75
Vacation / Leisure		33.3%	82
Medical / Dental / Health		14.2%	35
Educational / School Group		1.2%	3
Military Move		0.4%	1
Business		19.5%	48
Other		22.4%	55

This report is filtered

Only show: Response Submitted between November 1, 2022 and November 30, 2022 (inclusive)

# 11-01-22 to 11-30-22

## Response Counts

Completion Rate:

100%



Complete



246

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Totals: 246